

**Avaya Engineering Specialists
required for South Carolina and Virginia,
must hold full DOD clearance and/or be ex Military**

Duties:

- Configure, Administer, and Maintain Avaya G8710; 8730, CSU, and VoIP products.
- Analyze and resolve routine technical issues (either locally or remotely)
- Support other technicians (either locally or remotely, such as field technicians) who are experiencing routine technical issues.
- Conduct move, ads and changes including projects such as station moves and upgrades on both hardware and software.
- Maintain current G8710/ Software Release and Patch levels.
- Perform basic feature and keycode upgrades.
- Familiarity with all aspects of MDF, IDF and cabling infrastructure and be able to do cross connects.
- Provide efficient support services and timely response to all queries, requests and reporting/escalation of issues related to customer systems.
- Open, track and assist Nortel with Call Reports as necessary.

Required Knowledge, Skills, & Abilities:

- Working knowledge of Ti/PRI and DID configuration and Cable infrastructure
- Knowledge of Avaya Voice Products / Call Center; E-911 Interface
- Knowledge of IP networks.
- Excellent troubleshooting skills
- Knowledge of Avaya G-3R, VOIP Sets, G8710
- Knowledge of Avaya IVR and voice/unified messaging
- Familiarity with Call Center product programming
- Knowledge of Avaya Voice-over-IP (VoIP) technology
- Demonstrated knowledge of IP transmission facilities and facilities testing
- Ability to work flexible hours which may include evenings, nights and weekends and support “on-call” duties as required.

Desired Experience/Qualifications:

- Minimum of 5 years telecom technical experience with Avaya platforms
- Avaya / Fujitsu Sonnet Certifications
- Juniper or Cisco IP Certifications would be helpful.

Interested?

Email your CV to derek@leaconsultants.com